SLS Monthly Quiz

Q1: When you check logical case and found " BES_PCRF_CAP,SUSPENDED_SERVICE" on Customer 360 tool, and after checking customer bills, no bills found, so your action will be:

a) Transfer ticket to Noc pool
b) Remove suspension then restart port
c) Create IT ticket

Q2: Data Down case with close code (23): customer invoice problem, after you called customer issue still the same and bills not paid, and when you checked system you found voice bills existed when front line agent was escalating the ticket, so your action will be:

a) Inform cst to pay bills then Transfer ticket to MCU
b) Inform cst to pay bills then Close the ticket with suitable closing reason
c) Inform cst to pay bills then offer callback and add validation on frontline agent

Q3: voice down ticket and after run Assia mode, the clear view “No immediate action is needed “customer confirmed that issue solved and voice working, so your action will be:

a) Confirm issue solved and transfer ticket to MCU
b) Close ticket with suitable closing reason
c) Inform customer with PO script and tkt to MCU

Q4: you handle physical case related to **Haya Karima** and Close Code (82): External problem- cable maintenance needed, <u>your action will be</u>:

a) Inform customer outage SLA 5 days , transfer ticket to MCU
b) Re-escalate ticket to IU as per Assia Technician dispatch
c) Inform customer outage SLA 3 days , transfer ticket to MCU

Q5: IF TKT is escalated from Not SLS Team (Digital team) as per Link, so your action will be:

a) Transfer ticket to digital team
b) Transfer ticket to Online team

c) Handle the ticket and call customer
d) Close ticket with suitable closing reason

Q6: IU Close Code “internal Wiring can’t be solved “and customer not reached in the first Call after 2 trails:

a) TKT Will be Transferred to MCU Call Center
b) Will leave TKT in Pilot Follow Up and Follow after 3 days
c) Will leave TKT in Pilot Follow Up and Follow after 2 days

Q7: you call customer on secondary number and after 9 seconds “line is closed or not available”, so your update in TTS will be:

a) Called customer No answer
b) Called customer busy tone
c) Called customer closed or not available

Q8: if you follow with customer on physical case and as per system problem is totally solved, but when you called the customer he said “ I am outside home but I’ve tried service and it is working fine now” so your action will be:

a) Offer to call someone near to service to check
b) Offer callback for the customer himself in certain time
c) Confirm on cst issue solved as per system & transfer MCU

Q9: when you call customer for BLQ ticket but customer not reached for 1st and 2nd trial, Assia result is “**No Immediate action is needed**”, and dispatch score is **not accepted,** so your action will be:

a) Transfer ticket to MCU
b) Escalate ticket to IU
c) Close ticket with suitable closing reason

Q10: Customer asked about his current speed, his contracted on speed 30 mega, and operational speed is 40 mega and attainable speed is 60 mega, so the speed delivered to cst will be:

a) 40 mega
b) 30 mega
c) 60 mega